



## Applications Menu

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The Applications menu on the top contains the following menu options:

- **Application Management**—to add, configure, copy, delete, or refresh a specific application
- **Script Management**—to add a new script and to view, refresh, upload, or delete an existing script
- **Prompt Management**—to display, modify, or delete existing prompts, and to add new prompts
- **Grammar Management**—to display, modify, or delete existing grammars, and to add new grammars
- **Document Management**—to display, modify, or delete existing documents, and to add new documents
- **AAR Management**—to upload AAR files to Unified CCX
- **Calendar Management**—to create a new calendar, configure, and schedule the contact center business hours

The following sections describe the menu options:

- [Access Application Management Menu, on page 1](#)
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## Access Application Management Menu

The Application Management menu option in the Unified CCX Administration web interface contains options for configuring and managing the applications the Unified CCX system uses to interact with contacts and perform a wide variety of functions.

To access the Application Management web pages, perform the following steps:

### Procedure

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- Step 1** From the Unified CCX Administration menu bar, choose **Applications > Application Management**.

The Applications Configuration web page opens, displaying a list of applications that are currently configured on your Unified CCX server.

- Step 2** Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the **Add New** button that displays at the bottom of the window to add a new application. Add a New Application web page opens.
- Step 3** Select the type of application that you want to create from the Application Type drop-down list.

## Manage Scripts

Use the Script Management web page to add a new script and to rename, refresh, or delete an existing script. Unified CCX applications are based on scripts created in the Unified CCX Editor.

To create a new subfolder under the `default` folder, perform the following steps:

### Procedure

- Step 1** To access the Script Management web page, choose **Applications > Script Management** from the Unified CCX Administration menu bar.
- The Script Management web page opens, displaying the default directory that contains the scripts uploaded to the repository.
- Step 2** Click the **Create New Folder** icon that displays in the toolbar in the upper left corner of the window or the **Create New Folder** button that displays at the bottom of the window.
- The Create New Folder dialog box opens.
- Step 3** Enter a name of the new subfolder in the **Folder Name** field and click **Create**.
- Once the folder is successfully created, the dialog box refreshes with the following message:
- ```
Folder successfully created
```
- Step 4** Click the **Return to Script Management** button to return to the `default` folder's updated Script Management page. You can create any number of folders within the `default` folder.

## Prompt Management

Several system-level prompt files are loaded during Unified CCX installation. However, any file *you* create must be made available to the Unified CCXEngine before a Unified CCX application can use them. This is done through the Unified CCX cluster's Repository datastore, where the prompt files are created, stored, and updated.



**Note** You can use a custom script or the Unified CCX Administration to upload a prompt.

To access the Prompt Management page, choose **Applications > Prompt Management** from the Unified CCX Administration menu bar.

The Prompt Management web page contains the following icons and buttons:

- **Create Language**—Click the **Create Language** icon that displays in the toolbar in the upper left corner of the window or the **Create Language** button that displays at the bottom of the window to create a new language folder.
- **Upload Zip Files**—Click the **Upload Zip Files** icon that displays in the toolbar in the upper left corner of the window or the **Upload Zip Files** button that displays at the bottom of the window to upload a new prompt or zip file.

See **Manage Prompt Files** section to know more about the different fields in this page and how to rename, refresh, or delete existing prompts.

#### Related Topics

[Manage Prompt Files](#)

## Grammar Management

Several system-level grammar files are loaded during Unified CCX installation. However, any file *you* create must be made available to the Unified CCX Engine before a Unified CCX application can use them. This is done through the Unified CCX cluster's Repository datastore, where the grammar files are created, stored, and updated.

To access the Grammar Management page, choose **Applications > Grammar Management** from the Unified CCX Administration menu bar.

The Grammar Management web page contains the following icons and buttons:

- **Create Language**—Click the **Create Language** icon that displays in the toolbar in the upper left corner of the window or the **Create Language** button that displays at the bottom of the window to create a new language folder.
- **Upload Zip Files**—Click the **Upload Zip Files** icon that displays in the toolbar in the upper left corner of the window or the **Upload Zip Files** button that displays at the bottom of the window to upload a new grammar or zip file.

## Document Management

Several system-level document files are loaded during Unified CCX installation. However, any file *you* create must be made available to the Unified CCX Engine before a Unified CCX application can use them. This is done through the Unified CCX cluster's Repository datastore, where the document files are created, stored, and updated.

To access the Document Management page, choose **Applications > Document Management** from the Unified CCX Administration menu bar.

The Document Management web page contains the following icons and buttons:

- **Create Language**—Click the **Create Language** icon that displays in the toolbar in the upper left corner of the window or the **Create Language** button that displays at the bottom of the window to create a new language folder.
- **Upload Zip Files**—Click the **Upload Zip Files** icon that displays in the toolbar in the upper left corner of the window or the **Upload Zip Files** button that displays at the bottom of the window to upload a new document or zip file.



**Note** Ensure that you do not upload any .jar files that are already used by Unified CCX. For the list of .jar files that are used, refer to the specific versions of the [Open Source Used In UCCX](#) document.

## AAR Management

Use the AAR Management web page to upload an AAR file to Unified CCX.

To access the AAR Management web page, choose **Applications > AAR Management** from the Unified CCX Administration menu bar. The AAR Management web page appears.

## Calendar Management

Use the Calendar Management section to create a new calendar. You can also configure and schedule business hours such as start and end time for business days, special days, and holidays.

To create and configure a Calendar, complete the following steps:

### Procedure

- Step 1** From the Unified CCX Administration menu bar, choose **Applications > Calendar Management**.  
The **Calendar Management** web page opens and displays the information for existing calendars, if any.
- Step 2** To add a new calendar, click the **Add New** icon or the **Add New** button.  
The **Add New Calendar** web page opens.
- Step 3** In the **Calendar Details** section, specify the following information:

| Field       | Description                  |
|-------------|------------------------------|
| Name        | Unique name of the calendar. |
| Description | Calendar description.        |
| Time Zone   | Time zone for the calendar.  |

The following information is available to view:

Table 1:

| Field           | Description                                                                      |
|-----------------|----------------------------------------------------------------------------------|
| Associated with | Lists the names of applications and chats that are associated with the calendar. |

- Step 4** In the **Business Hours** section, select one of the following options to configure the Business Days.
- 24 hours x 7 days - The service is available 24 hours a day, 7 days a week.
  - Fixed Hours - Administrator can configure a fixed time range for the entire week as per the business requirements.
  - Flexible Hours - Administrator can configure a flexible time range for each of the business days as per the business requirements.
- Note**
- The **Custom Business Hours Schedule Configuration** is based on the Unified CCX server time zone.
  - During an upgrade of Unified CCX, by default the **24 hours x 7 days** is selected as the **Business Days**.
- Step 5** Click **Next**.
- Step 6** In the **Schedule Custom Business Days** section, specify the name, date, and configure business hours for a custom business day.
- Note** Scheduling business hours for a custom business day overrides any previous schedule that was configured in **Custom Business Hours** for the same day.
- a) To add more custom business days, click **Add More**. Click the delete icon to delete a custom business day.
- Step 7** Click **Next**.
- Step 8** In the **Schedule Holidays** section, configure holidays.
- a) To add more holidays, click **Add More**. Click the delete icon to delete a configured holiday.
- Step 9** Click **Finish** to save the configuration.
- Note**
- A maximum of 50 Calendars can be configured.
  - A maximum of 40 Custom Business Days and Holidays each can be configured.

## Calendar Flow

An example of the calendar step is as follows:

### Procedure

- Step 1** Use the **Calendar Step** of Unified CCX Editor in any of the scripts.

- Step 2** Create a new variable **NewCalendar** of type **CCCalendar**.
- Step 3** Save the script in an appropriate location.
- Step 4** Upload the script in Unified CCX Administration.  
You can also modify and save the uploaded scripts.
- Step 5** Navigate to **Applications > Calendar Management**.
- Step 6** Create a new calendar **HolidayCalendar**.
- Step 7** Navigate to **Applications > Application Management**.
- Step 8** Select an application from the list or create an application.
- Step 9** Select the script that has been uploaded.
- Step 10** Select the calendar variable **NewCalendar**.
- Step 11** Select **HolidayCalendar** from the list and save to associate the calendar with the application.
- Step 12** Assign the **HolidayCalendar** to the appropriate supervisor.

You can assign one calendar to multiple supervisors.

The HolidayCalendar is now available in the **Calendar Management** tab of Advanced Supervisor Capabilities in Finesse Desktop, which can be edited by supervisors. If you have not associated **HolidayCalendar** in UCCX Administration, supervisors can associate it by using the **Manage Application** from the **Application Management** tab of Advanced Supervisor Capabilities in Finesse Desktop.

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